



# REQUEST FOR UTILITY INVOICE REVIEW

Inquiries or complaints on a specific utility invoice must be made before the due date.

This form should only be used for water **consumption** related inquiries.

Invoices under review are still subject to penalty for non-payment. If the review results in an adjustment to the invoice, the adjustment will appear as a credit on the account.

**Failure to receive an invoice that was mailed to the current mailing address on file for the account does not waive obligation to pay same when due.**

## ACCOUNT INFORMATION

Name \_\_\_\_\_ Date \_\_\_\_\_

Utility Account Number \_\_\_\_\_ Amount of Current Invoice \$ \_\_\_\_\_

Utility Service Address \_\_\_\_\_

Your Mailing Address \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

## PROPERTY INFORMATION

Is this property a rental?  Yes  No

Number of: Bathrooms \_\_\_\_\_ Kitchens \_\_\_\_\_ Hot water tanks \_\_\_\_\_

Is there an irrigation system?  Yes  No If yes, is it on a timer?  Yes  No

Number of outside hose bibs: \_\_\_\_\_ Is there a pool on the property?  Yes  No

Have you applied for any water conservation rebates:  Yes  No

If yes, please explain. \_\_\_\_\_

Why do you feel the invoice is incorrect? *Please be specific, attach additional pages if necessary.*

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Please submit to Finance at [utilityfees@mission.ca](mailto:utilityfees@mission.ca) and allow up to 30 days for review.